

**Kenmore State High School**



# **1-TO-1 TECHNOLOGY PROGRAM**

# **1-TO-1 HANDBOOK**

**School Contact:**

Daniel Haines  
Deputy Principal  
p. 3327 1555  
e. [dhain12@eq.edu.au](mailto:dhain12@eq.edu.au)

Jon Frew  
IT Manager  
p. 3327 1582  
e. [jfrew16@eq.edu.au](mailto:jfrew16@eq.edu.au)

**School ICT Helpdesk:**

[helpdesk@kenmoreshs.eq.edu.au](mailto:helpdesk@kenmoreshs.eq.edu.au)

[kenmoreshs.eq.edu](http://kenmoreshs.eq.edu)

## Contents

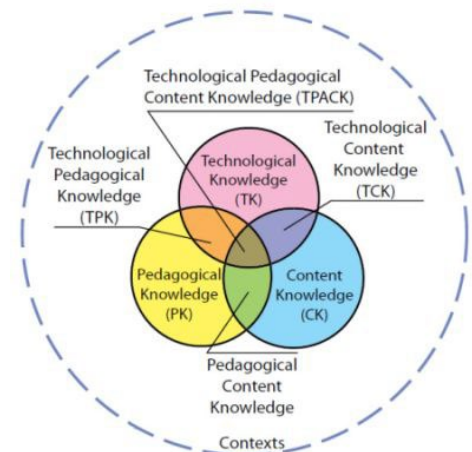
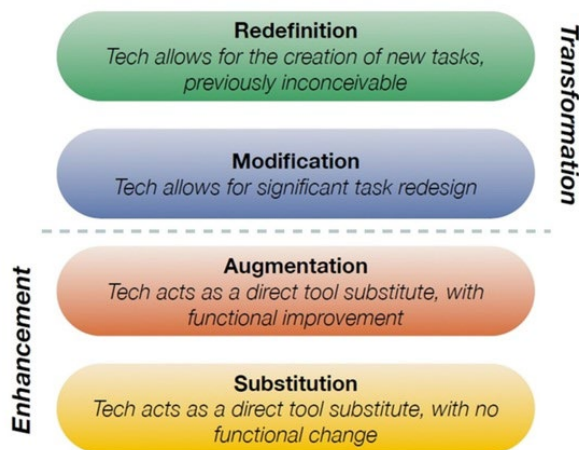
Foreword .....	3
Technology Program Overview .....	3
What is CYOD? .....	4
Why does the school maintain ownership? .....	4
CYOD costs explained .....	4
Breakdown of CYOD Service Guarantee fee .....	5
What is BYOD? .....	6
Device selection .....	6
Breakdown of BYOD Service Guarantee fee .....	6
Technology Program Inclusions .....	7
Software and Applications .....	8
Recommendation .....	8

## Foreword

This handbook has been developed as a guide for parents and students about matters relating to the Student 1-to-1 Technology Program at Kenmore State High School.

At Kenmore State High School, technology is a tool that enhances pedagogy and allows differentiation in learning. Teachers as life-long learners, will continue to focus on developing their technological, pedagogical and content expertise; utilising ICT in an educationally purposeful way.

Technology facilitates the creation and sharing of knowledge. It provides the extensive ability to share information locally and globally. By utilising virtual classrooms and online learning environments, students can research, collaborate, present, create, refine and represent knowledge in contemporary and meaningful ways. 1:1 access to appropriate technology allows students to transition seamlessly, the learning from school to home and in between. It provides opportunities for students to be challenged by tasks that were once inconceivable: truly transforming learning; and preparing students to be the innovators, entrepreneurs and digital leaders of tomorrow.



## Technology Program Overview

Since 2015, the school has offered two models for student access to technology in the classroom and at home: A school-managed Choose Your Own Device (CYOD) and a self-managed Bring Your Own Device (BYOD). Both models see improved access to technology for students across all year levels and provide students (and parents) with some choice of the technology device that best suits their student's learning needs.

Our Technology Program works on a split Junior Secondary (Years 7 to 9) / Senior Secondary (Years 10 to 12) technology model. This split aligns with device warranties and expected usable life of a technology device.

## What is CYOD?

'Choose Your Own Device' (CYOD) provides parents with a range of devices to choose from and elect to purchase. The parent initially contributes the cost of the device to the school via a Participation Agreement and an annual Service Guarantee fee of \$175 and the school will then purchase the device for their students' sole use. The School will retain ownership of the device which allows the school to:-

- install and maintain school owned software including Operating System,
- provide full student access to the school network and internet,
- provide full technical support through our school ICT Service Desk,
- provide access to Hot-Swap laptops when the student's device is in for repair,
- have Computrace anti-theft software installed as standard on all devices,
- have 'lemon clause' protections in place for all purchases,
- fully manage onsite, all Warranty and Accidental Damage Protection (ADP) claim issues.

At the end of the Participation Agreement the school will dispose of the device according to Department of Education (QDoE) policy. Parents will have the opportunity to acquire the device at this time under the *Private Treaty* arrangement. As the device will be at the end of its expected life, the school will dispose of the asset to parents at no additional charge if all payments have been made. At this time, the laptop will get restored back to its factory state.

All devices will come with a 3-year warranty (including battery). Devices will all be purchased with ADP warranty, which, from our experience, has been invaluable in minimising the cost of damage that devices used in a school-context often receive.

### **Why does the school maintain ownership?**

The school maintains ownership of the device until the end of the agreement so that we are legally allowed to install our school software (Inc. Operating System), as well as being able to manage the warranty and ADP claims. At the end of the three years, or if the student leaves the school, the opportunity to acquire the device will be provided as outlined above. At this point, ownership will be transferred and any remaining ADP coverage may be able to be transferred (depending on vendor terms) for a small fee.

### **CYOD costs explained**

The cost of participating in the CYOD scheme is dependent on which device you choose. Due to the ever changing nature of personal devices and the fluctuation of the Australian Dollar, the release of available devices is made as close as possible to the opening of a purchasing window. An annual Service Guarantee fee of \$175 is charged on top of the device costs. Refer to the *Breakdown of CYOD Service Guarantee fee* for more information about Service Guarantee fee inclusions.

The following example outlines how the costs are charged: -

Cost of device - \$1200 – 3 year program			
Year	Description	Amount	Total
1 <sup>st</sup>	Up-front Participation Agreement contribution	\$1200	\$1375
	Service Guarantee fee	\$175	
2 <sup>nd</sup>	Service Guarantee fee	\$175	\$175
3 <sup>rd</sup>	Service Guarantee fee	\$175	\$175
			\$1725

### Breakdown of CYOD Service Guarantee fee

- All warranty and ADP <sup>#1</sup> issues handled by the School,
- Full on-site Technical Support via ICT Helpesk (8am to 4pm) including software rebuilds, network/internet connectivity and printing problems, troubleshooting and fixing software and hardware issues,
- Access to Hot-Swap Devices when device repair is expected to exceed 24 hours,
- Microsoft Office Suite and Microsoft Anti-Virus pre-installed,
- Full school software (Adobe Creative Cloud applications, Autodesk Suite and more) available for self-installation via School's Service Portal,
- Insurance against loss, fire and theft <sup>#2</sup>.

<sup>#1</sup> excess may apply and there may be a limit to number of claims allowed. This information will be provided within the CYOD Selection Guide and is subject to the terms of the chosen vendor.

2016 to 2023 CYOD rounds have \$0 excess, one claim per calendar year.

<sup>#2</sup> excess applies (1<sup>st</sup> claim = half device cost, subsequent claims = up to full cost, case by case).

## What is BYOD?

'Bring Your Own Device' (BYOD) allows parents to use an existing family owned device or purchase a new device of their choice that meets the minimum requirements of the school. The student will be required to have the appropriate software to meet the subject requirements that they intend to study (please see the *Software and Application* section for more information).

There is an annual \$125 fee to support running BYOD at the school. Please see the *Breakdown of BYOD Service Guarantee fee* for more information about the fee inclusions.

The BYO device will be able to connect to the school wireless network and access the school's filtered internet connection as well as access some of the school network drives. Printing from BYO devices is supported. The school will install client software which will provide benefit to the student as well as a degree of visibility and management to the school while the device is connected to the school network. The client program will allow students to self-install software, access a knowledge base for self-help and submit and view the status of their support tickets via the School's Service Portal. The software will provide the school with visibility to such things as device specifications, available hard drive space and when the device was last connected to the school network. This information is valuable when diagnosing connectivity and software installation issues.

Because of the potentially broad range of devices and configurations across all student-owned devices, only minimal assistance might be possible through the ICT Service Desk for issues beyond connection to the network, installation of software, basic triage and quick fixes.

Access to the department's ICT network is provided only if the device meets the department's security requirements which, at a minimum, requires that anti-virus software has been installed, is running and is kept updated on the device.

Students and parents are responsible for the security, integrity, insurance and maintenance of privately-owned devices and their private network accounts.

### Device selection

Before acquiring a device to use at school the parent or caregiver and student should be aware of the school's specification of appropriate device type, operating system requirements and software. General advice is to use the current CYOD option one specs as the minimum.

Please see the [BYOD page on the school website](#) for additional considerations.

### Breakdown of BYOD Service Guarantee fee

- BYOD – Concierge style Wi-Fi device connection subscription fees,
- Infrastructure requirements to support BYOD,
- Software license fees especially designed for BYO devices (Inc. Adobe Creative Cloud),
- Technical support to connect to the school Wi-Fi and printers, and install Adobe software,
- Basic diagnosis of device software/hardware issues and recommendation of course of action (e.g. warranty claim, uninstallation of software, etc.).

## Technology Program Inclusions

The differences of the two options is outlined below:

	CYOD (Choose Your Own Device)	BYOD (Bring Your Own Device)
Device	Choice of approved and support devices.	Any device that meets minimum specifications.
Operating System and Software (Windows, Anti-virus)	✓	✗
Microsoft Office Suite	✓	✓
Adobe Creative Cloud Suite	✓	✓
School owned Software	✓	✗
Lemon Clause	✓	✗
Computrace anti-theft protection	✓	✗
Network Access	✓	✓*1
Internet Access	✓	✓*2
Internet Filtering		
• At School	✓	✓
• At Home	✓	✗
Onsite – Technical Support		
• On Site Warranty	✓ (3 years)	✗
• Battery Warranty	✓ (3 years)	✗
• On Site ADP *3	✓ (3 years)	✗
• Operating System rebuilds	✓	✗
• On Site fault diagnosis	✓	Provides advice only
• General Troubleshooting	✓	Provides advice only
• Access to Hot-Swap devices	✓	✗

\*1 provided approved Anti-virus software installed.

\*2 the use of personal 3G/4G/5G Internet (including tethering to device) is not permitted at school. This includes BYOD devices. Non-filtered internet access is forbidden under Education Queensland policy as it poses a child protection issue. Only internet provided by the school is to be used while the device is at school.



\*<sup>3</sup> excess may apply and there may be a limit to number of claims allowed. This information will be provided within the CYOD Selection Guide and is subject to the terms of the chosen vendor. 2016 to 2023 CYOD rounds have \$0 excess, one claim per calendar year.

## Software and Applications

Students who participate in the CYOD scheme will have access to all necessary school software. As subject specific software demands change and new software versions are released, CYOD students will have access to install school owned software as required.

Software is provided for download at school via the school's ServiceDesk portal. Many software licensing arrangements dictate that software not owned by the school cannot be installed and as a result, CYOD students are not provided local administrator access. If licensing permits and software is required for learning, ICT ServiceDesk staff will install software for CYOD students.

With BYO devices, the installation and maintenance of personal software is the responsibility of the family. Genuine versions of software needs to be installed. Some subjects require the use of subject specific software, although as web-based applications have become more prevalent, subject specific demands for software has decreased. All reasonable measures are made to ensure software choices have little or no financial implication on families choosing BYOD.

All Queensland state schooling students are entitled to five copies of the Microsoft Office suite. School-based licensing provides all Kenmore State High School students with access to the Adobe Creative Cloud software suite.

## Recommendation

It is recommended that, where possible, families elect to Choose Your Own Device. It is the School's belief that the high quality devices, bulk-purchase pricing, 3-year warranty and accidental damage protection, access to Hot-Swap devices and full support offered; make the program a great value proposition for families over the life of the technology device. We see it as a convenient option for parents; with students being able to have any technology issues resolved themselves, via the School's ICT Helpdesk. History has shown a far greater percentage of CYOD students are in their classes with a working device, than those who elect to bring their own device.

**Version 1.8 Updated February 2023**

THIS IS A WORKING DOCUMENT AND MAY BE UPDATED THROUGHOUT THE YEAR.

Latest version will be available from the School website.